



Electric Box Terms of Use

Booking

All members wishing to use EMS (electro muscle stimulation) must first complete an EMS Induction. This is bookable via the BigBox App, the Members Portal or at reception. After an EMS Induction, you are able to book either a single session or a block booking. This will then allow you to book future EMS Sessions. These can be booked with an allocated Personal Trainer or you can pre-book sessions in advance with the Personal Trainer of your choice.

When buying a pack of 10 sessions, a credit will be removed every time you complete a 30 minute EMS session. Booking online is available up until 48 hours before the time of the session. Booking directly with a Personal Trainer has no advance time limit.

You will receive an email confirmation of your booking which will confirm the date and time. You must arrive on time for your EMS session to ensure you do not lose time on your workout. Failure to arrive on time may result in your workout being cut short.

Refunds and cancellations

We are under no obligation to refund or transfer your money in the event that you are unable to attend part of or the entire block of sessions. If you are unable to attend a session, you must provide at least 24 hours' notice for your credit to be re-allocated. If you provide less than 24 hours' notice – the credit will not be re-allocated and you will be charged for the session.

Explanation of EMS-Training (electro muscle stimulation) and Medical Conditions

You will be asked for any existing medical conditions during your EMS Induction. You agree to inform us of any changes as soon as you are aware of them. All information will be kept strictly confidential.

During conventional exercise, muscles are controlled by electrical signals from the brain, resulting in contraction and thus movement. During EMS-Training, electrical impulses stimulate the muscles externally.

Whole-body EMS-Training is a high-intensity and time-efficient training method, as all muscle groups are activated almost simultaneously time via an electrode system.

During training, the system can generate a (very) high impulse intensity which significantly exceeds the intensity your body can produce on its own.

Regardless of previous athletic experience, overload symptoms can therefore occur. As a result, EMS-Training has several special benefits that conventional training methods lack.

In order to make it easier for you to get started and to ensure a safe use, it is therefore essential to observe the following instructions:

In the presence or occurrence of “relative” contraindications, whole-body EMS-Training may only take place after written medical clearance:

- Acute diseases, bacterial infections and inflammatory processes
- Recently performed operations
- Arteriosclerosis, arterial circulatory disorders
- Stents and bypasses active for less than 6 months
- Untreated hypertension
- Diabetes mellitus
- Pregnancy
- Electrical implants, cardiac pacemakers
- Heart rhythm disorder
- Tumour and cancer
- Bleeding disorder, bleeding tendency (haemophilia)
- Neuronal disease, epilepsy, neurological disorders
- Abdominal wall and inguinal hernia
- Acute influence of alcohol, drugs or intoxicants

In the presence or occurrence of “absolute” contraindications, whole-body EMS-Training is not allowed:

- Acute back pain without diagnosis
- Herniated discs
- Acute neuralgia (Nerve pain)
- Implants younger than 6 months
- Diseases of the internal organs, especially kidney diseases
- Cardiovascular Diseases
- Motion kinetoses
- Greater fluid retention in the body, oedema
- Open skin injuries, wounds, eczema, burns
- Prescription medication

Please note additional instructions:

- Stop immediately if you feel unwell, dizzy or have heart pain.
- If heat develops on the skin, stop immediately and switch off the device.
- Electrodes should only be placed on designated areas of the body.
- Connecting and disconnecting of electrode cables must not be done while the programme is active.
- Start the application with a very low pulse intensity and increase only in small steps.
- To allow the body to adjust to EMS, training frequency should not exceed more than one training session per week for the first 10 weeks. Even after this conditioning period, an interval of at least 4 days between training sessions must be maintained in order to ensure sufficient regeneration and adaptation to guarantee training success.
- Eat carbohydrate-rich food (approx. 250 kcal) about 2 hours before use and make sure you drink more fluids (16.9 oz / 500 ml each) directly before and after your workout.

- The training must always be supervised by a qualified trainer. Stop the application immediately if the trainer is not in your immediate vicinity or his direct intervention seems impossible.

Video and photography

Use of photographic equipment is not allowed without approval from the General Manager.

We reserve the right to use any individual or group photographs or movie shots for press or promotional purposes. Where possible we will ask you to sign a use of image form.

Valuables and jewellery

All property left in changing rooms or in Electric Box is left at your own risk. We cannot accept any responsibility for the loss or damage of any personal possessions.

Withdrawal of service

We may, at our own discretion, refuse a client entry to an EMS Session if it is felt that the client's behaviour or the behaviour of those associated with the client is unreasonable or becomes an issue of health and safety.

Exclusion of liability

Except in the case of death or personal injury arising as a result of negligence, lack of due diligence, breach of duty, or any other circumstance where liability cannot be excluded by law, the participation of your child at swimming sessions is done so entirely at your and their own risk.

Safeguarding

We are committed to providing good child safeguarding practice for all our swimmers and our safeguarding policy can be provided upon request.

Changes to terms and conditions

From time to time we may update these terms and conditions by sending you either an updated version or notification of minor changes.